GUIDE: Reset Your Reemployment Assistance PIN

RECONNECT

How to reset your Reemployment Assistance account PIN.

Review the section of this guide that best applies to your situation:

- Section 1: I filed a Reemployment Assistance (RA) claim **before** September 2, 2021.
- Section 2: I created my Reemployment Assistance (RA) account login with multi-factor authentication and successfully signed into my RA account, **after** September 2, 2021.

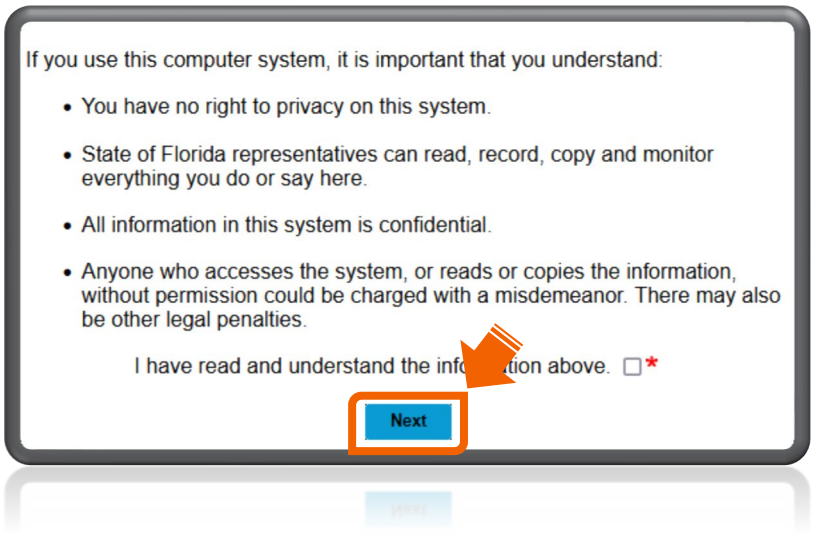
Section 1: RA Claims Filed Before September 2, 2021

1. Visit FloridaJobs.org and click "Claimants" in the top right corner to access your RA account.

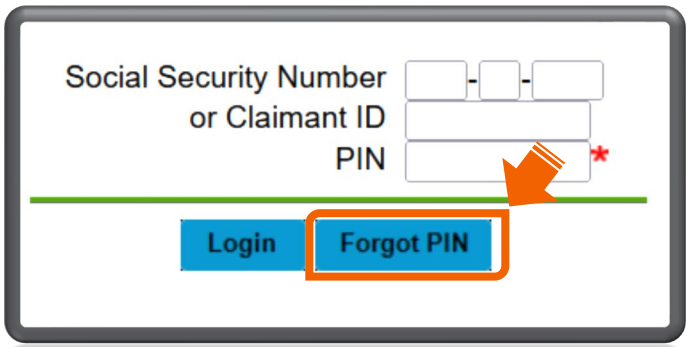
2. You will be directed to the RA account sign in screen. Enter your email address and password. Click "Sign in."

Note: If you are unable to sign in to your RA account, please refer to the Guide for Accessing Your Reemployment Assistance Account.

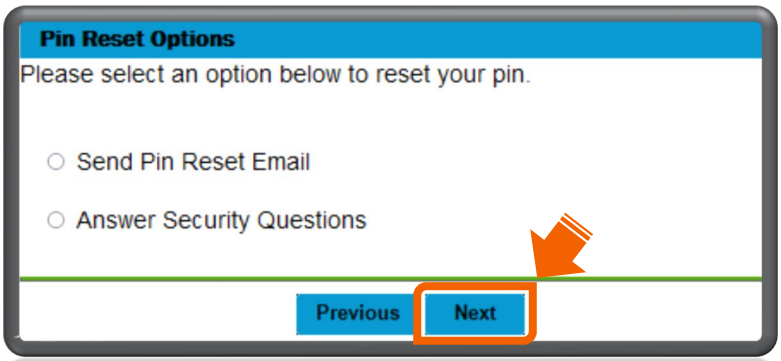
3. Read the Claimant Warning Notice and select "I have read and understand the information above." Click "Next."



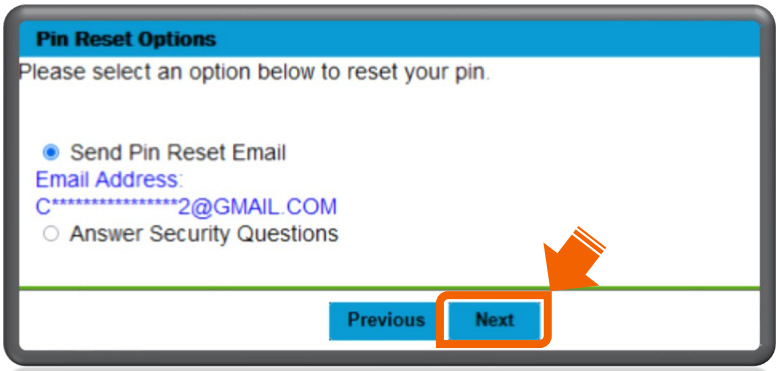
4. Enter your Social Security number and click "Forgot PIN."



5. To reset your PIN, select "Send PIN Reset Email" or "Answer Security Questions." Click "Next."

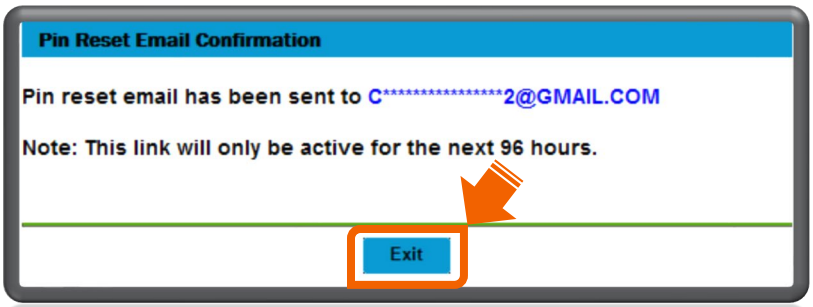


6. If you select "Send PIN Reset Email," the email on file will be partially displayed. If you recognize the email, click "Next."

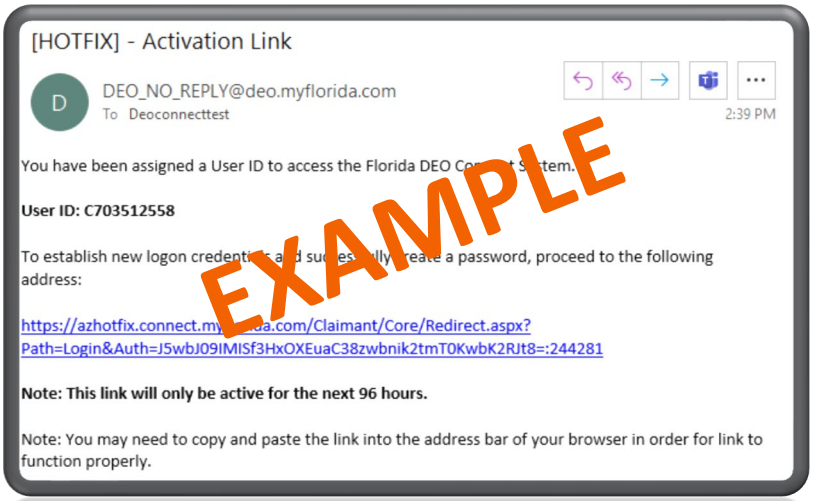


Note: If you don't recognize the email address, skip to Step 7.

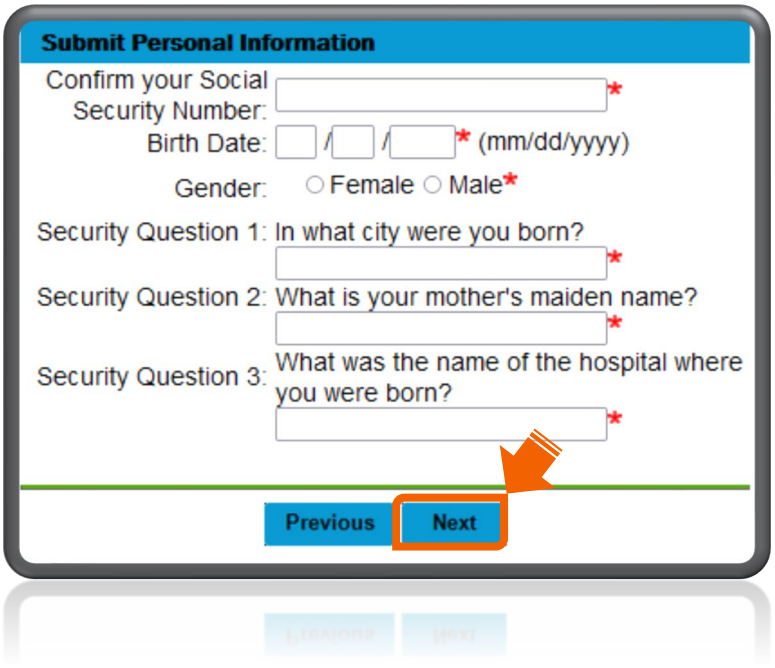
The PIN Reset Email Confirmation means an email has been sent to the email address on file. The link to reset your PIN is valid for 96 hours. Click "Exit."



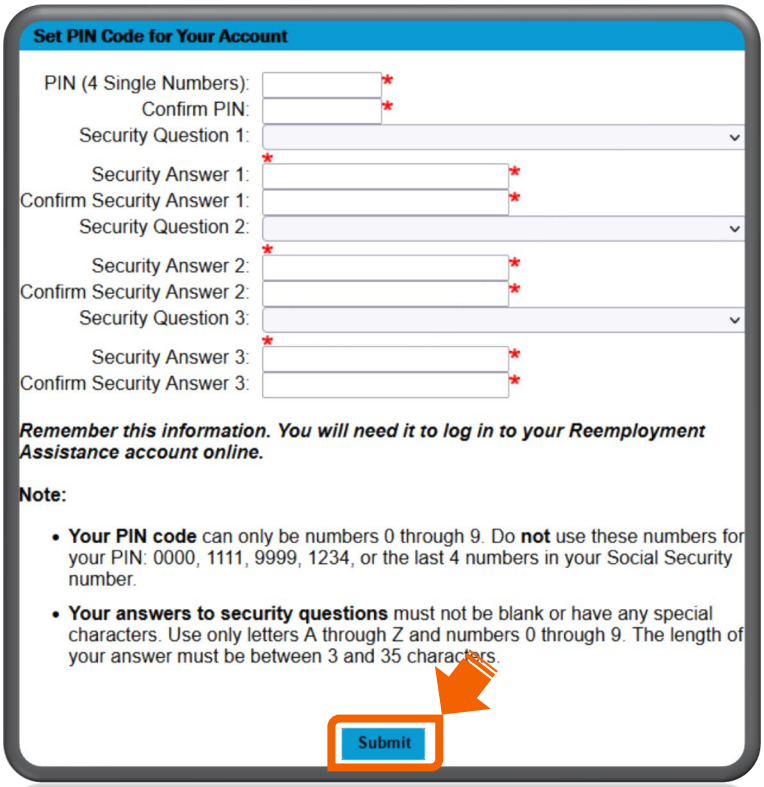
Example of a PIN reset email.



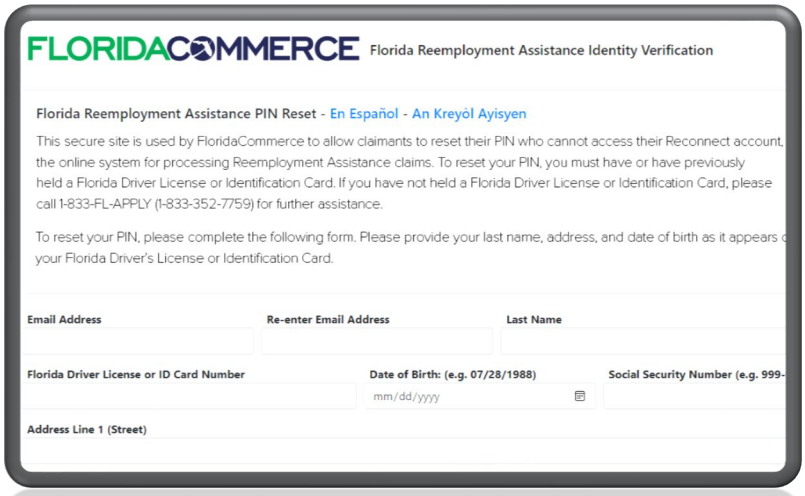
7. If you select "Answer Security Questions" on the PIN Reset Options screen (see Step 5), you will verify personal information and answer the security questions established on your account. Click "Next."



Enter your preferred 4-digit PIN, then reenter to confirm. Review or modify your security questions. Click "Submit" to complete the PIN reset process.

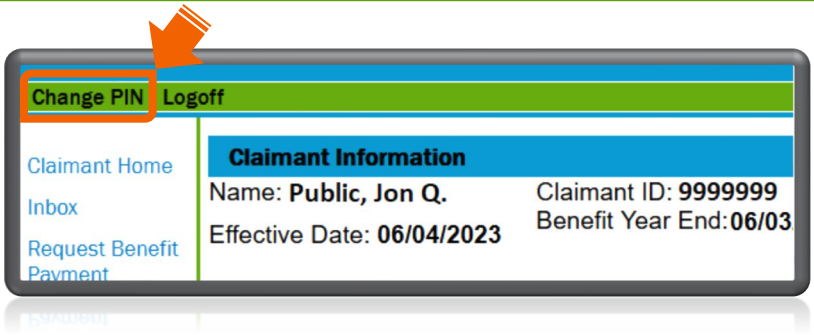
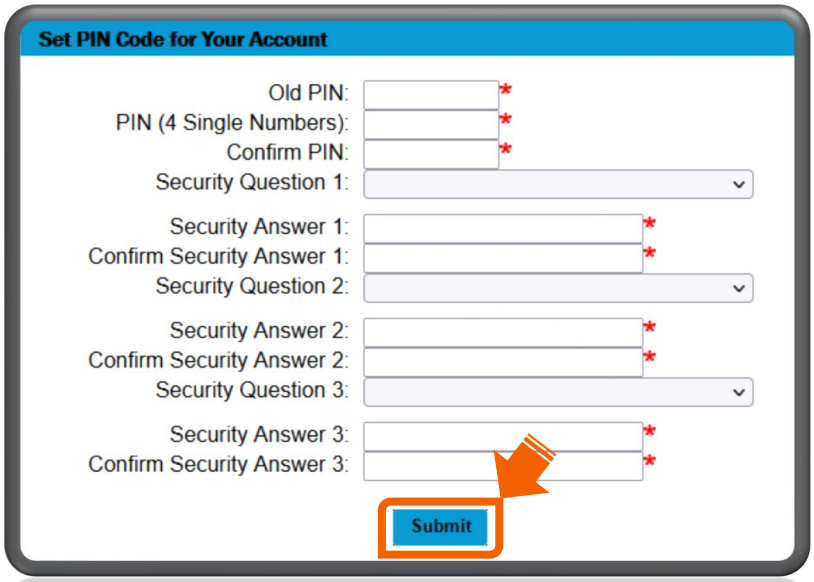


If you are unable to reset your PIN using the above options, please submit a PIN reset request form online at FloridaCommerce Verify.



Section 2: Successfully signed into RA Account After September 2, 2021

1. After signing into your RA account, click "Change PIN" in the top left corner of the Claimant Home page.



2. Enter your old PIN. Enter your preferred 4-digit PIN and reenter to confirm. Next, review or modify your security questions. Click "Submit" to complete the PIN reset process.